



TOWN OF MEDWAY

COMMONWEALTH OF MASSACHUSETTS

JOB DESCRIPTION

Job Title:	NETWORK ENGINEER	Date:	10/22/2025
Department:	INFORMATION SERVICES	FLSA:	NON-EXEMPT
Reports To:	DIRECTOR OF INFORMATION SERVICES		

POSITION SUMMARY:

The Network Engineer is responsible for the comprehensive support, maintenance, security, and upgrading of computer and network equipment (both hardware and software) for the Town of Medway. This role requires substantial independence in planning and organizing work activities and problem-solving, with technical and policy issues discussed with the Director of Information Services.

ESSENTIAL FUNCTIONS:

Network Design, Implementation, and Maintenance

- Designing, configuring, installing, and maintaining the town's network infrastructure, including LAN, WAN, VPNs, and wireless networks.
- Configuring and managing network hardware such as routers, switches, firewalls, and wireless access points.
- Evaluating, monitoring, and optimizing network performance to ensure high availability, reliability, and efficiency.
- Implementing routine changes, updates, and upgrades to network systems and software.

Application Administration and Support

- Providing support and administration for critical business applications including, but not limited to, payroll, accounting, and time management systems.
- Administering and supporting Microsoft Office 365 services, including Exchange Online (Email), SharePoint, and Teams.

Network Security & Cybersecurity Application Management

- Implementing and managing network security measures, including firewall configurations, VPNs, intrusion detection/prevention systems (IDS/IPS), Managed Detection Systems (MDR/NDR/EDR), and other security protocols.
- Performing regular security patch analysis and deployment for network infrastructure.
- Conducting network assessments and security audits to identify vulnerabilities and ensure compliance with industry best practices and data protection regulations.
- Developing and enforcing network security policies and procedures.

Network Engineer



TOWN OF MEDWAY

COMMONWEALTH OF MASSACHUSETTS

JOB DESCRIPTION

- Managing and maintaining cybersecurity applications, including Sophos Complete, Email Filtering solutions, and Immutable Backup Systems.

Troubleshooting and Support

- Diagnosing, troubleshooting, and resolving complex software, hardware, and network issues efficiently to minimize downtime.
- Providing advanced desktop support and resolving complex software and hardware issues.
- Performing disaster recovery operations and ensuring regular data backups when required.
- Providing technical support and training to end-users and other IT staff as needed.

Documentation and Collaboration

- Developing and maintaining comprehensive technical documentation, including network diagrams, configurations, installation and troubleshooting procedures, operational guidelines, continuity of operations, incident response, and disaster recovery plans.
- Collaborating effectively with the Director of Information Services, other IT professionals, and vendors to integrate new technologies and enhance overall system performance.
- Staying updated with the latest networking technologies, industry trends, and best practices.

SUPERVISION:

Under the general direction of the Director of Information Services, the Network Engineer plans and carries out the regular work in accordance with standard operating practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities, including determining the work methods. The employee is expected to solve most problems of detail or unusual situations through experienced judgment by adapting methods or interpreting instructions to resolve the particular problem. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines, and priorities. Technical and policy problems or changes in procedures are discussed with the Director.

QUALIFICATIONS:

- Bachelor's degree in computer science, information technology, or a related field preferred.
- Minimum of 3-5 years of proven experience in a Network Engineer or advanced network administration role.
- Strong analytical, troubleshooting, and problem-solving skills with keen attention to detail.
- Fluency with Windows networking environments and advanced desktop support.
- In-depth knowledge of networking protocols (e.g., TCP/IP, BGP, OSPF) and network architecture.



TOWN OF MEDWAY

COMMONWEALTH OF MASSACHUSETTS

JOB DESCRIPTION

- Hands-on experience with configuring and managing routers, switches, and firewalls from major vendors (e.g., Extreme, Sonicwall, Fortinet, Cisco).
- Familiarity with network security best practices and tools (e.g., VPNs, IDS/IPS).
- Experience with network monitoring and management tools.
- Software writing skills for automation and scripting (e.g., Python, PowerShell) are highly desirable.
- Relevant industry certifications (e.g., CompTIA Network+, CCNA, CCNP) are a significant plus.
- Excellent written and verbal communication, interpersonal, and organizational skills.
- Ability to prioritize responsibilities and manage multiple tasks in a professional and dynamic environment.

WORK ENVIRONMENT:

Work is performed in both office and field environments, including confined spaces. Must be able to lift heavy objects (up to 50 lbs.).

NOTES:

The essential functions or duties listed herein are illustrations of the type of work that is performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

Network Engineer